



CRITICAL ANALYSIS OF MENTAL HEALTH CRISIS INTERVENTION IN EMERGENCY MEDICAL SERVICES IN IDENTIFYING CHALLENGES AND BEST PRACTICES FOR SUPPORTING PATIENTS IN MENTAL HEALTH CRISIS.

Faisal Fahad Ali Aljahlan^{1*}, Ibrahim Mohammed Ibrahim Otudi², Ibrahim Muhammad Ibrahim Aqili³, Mansour Ibrahim Ahmad Otudi⁴, Abdullah Hussain Ghazi Alghazi⁵, Huda Ali Mohammed Assiri⁶, Hadi Taher Mohammed Oraibi⁷, Ali Mohammed Mohammed Arishi⁸

ABSTRACT

The paper is going to criticize mental health crisis intervention within the emergency medical services (EMS) jurisdiction, focusing on problems and the best approaches to supporting mentally ill patients. The current literature review is a thorough study that allows the researcher to identify the main themes, existing knowledge gaps, and methods that can be used. The closing part illustrates the challenges that practice, schooling, and policy implications face, as we conclude with recommended remedies for enhanced mental health crisis intervention.

Keywords: Mental health crisis, emergency medical services, intervention, challenges, best practices.

^{1*}Ministry of Health, Saudi Arabia, Email: fjahlan@moh.gov.sa

²Ministry of Health, Saudi Arabia, Email: ibotudi@moh.gov.sa

³Ministry of Health, Saudi Arabia, Email: Imagili@moh.gov.sa

⁴Ministry of Health, Saudi Arabia, Email: maotudi@moh.gov.sa

⁵Ministry of Health, Saudi Arabia, Email: abhalghazi@moh.gov.sa

⁶Ministry of Health, Saudi Arabia, Email: Hassiri15@moh.gov.sa

⁷Ministry of Health, Saudi Arabia, Email: Horaybi@moh.gov.sa

⁸Ministry of Health, Saudi Arabia, Email: almarishi@moh.gov.sa

***Corresponding Author:** Faisal Fahad Ali Aljahlan

*Ministry of Health, Saudi Arabia, Email: fjahlan@moh.gov.sa

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INTRODUCTION

Providing a crisis intervention in mental health using an emergency medical service (EMS) as a tool is a crucial part of healthcare delivery. It is meant not just to take care of a person with acute psychotic disorientation. With mental health issues posing a growing global concern, the function of EMS providers in handling and treating these cases has become critically important. The first part of this composition helps to establish a general overview of mental health crisis intervention in EMS, emphasizing that prompt and competent treatment is a crucial aspect of providing services for those in need (Anderson et. al 2020). This research study to address various issues related to mental health crises, including assessment, management, and integration into the care system. The underlying reason for the research is the increasing rates of mental health crises and the need for a science-backed intervention to enhance the patients' feelings and give EMS providers a breath of confidence in their provision of helpful care. Considering that the existing dilemmas regarding mental health in EMS are exacerbating general healthcare, the study objective is to develop findings that could help improve EMS practices, education, and policy.

Scope of Study

This part specifies the range of considerations for discerning mental health crisis intervention within the context of emergency medical services. Critical elements were identified in the areas of the triage, treatment, and departure of patients having severe psychological breakdowns, with the medical emergency responders being in charge of the coordination of care and pushing personnel safety measures (Kontoangelos et. al 2020).

Justification

The reason for this research is the rising frequency of the psychological problems of EMS providers and the effective therapeutic measures required to improve the results and decrease the likelihood of personal trauma. The context, importance, and most noteworthy aspects of the research are presented, clarifying that this study may be helpful in practice, education, and care settings for EMS (Fang et. al 2021).

Context, Importance, and Relevance

This part lays the groundwork for comprehending mental health crisis intervention by EMS, explaining features like limited access to mental health services, escalated rates of mental illness, and general public stigmatization associated with

mental health problems. The priority and imperativeness of making available befitting assistance to the mental health crisis, for which EMS is crucial, are paramount, indicating that EMS providers require specialized training, resources, and support (Abbas, 2021).

LITERATURE REVIEW

Existing Literature

A thorough analysis of mental health crisis intervention in emergency medical services (EMS) across various literature sources has revealed a wealth of studies, articles, and theoretical frameworks. Major subjects from the paper include the increasing number of mental health crises when one experiences the EMS, the hindrances in assessment and management, and the consequences of organizational factors in the process of care delivery (De Brier et. al 2020).

Prevalence of Mental Health Crises in EMS

Although the research on this very issue shows an upsurge of cases of mental health crises that EMS professionals have to deal with in their everyday workplace, there is still a great deal of them that remain unknown and refined (Lawn et. al 2020). These crises comprise a wide range of psychiatric conditions, including mood disorders, psychotic disorders, substance eviction, and thoughts of self-harm. The research figures show us that mental health reasons make up a big part of the EMS number, whereas the personnel and resources associated with this are projected to be high because of this. As mental health crises continue to emerge on the international scene, the requirements to support EMS with sufficient knowledge, skills, and resources are becoming more and more relevant (De Brier et. al 2020).

Challenges in Assessment and Management

Among the principal problems faced by medical staff working with mental health crises is the intrinsic nature of assessment and management. In contrast to other health crises typified by apparent physical markers, mental health crises tend to exhibit symptoms that are either very subtle or not definable and, therefore, require a more keen evaluation process (Cohen et. al 2020). Physicians are required to be versatile in carrying out various factors, including patient history, clinical presentation, safety concerns, and legal matters, to come up with the best course of treatment. The additional stigma associated with mental illness and the lack of access to mental health services also add a hiccup to assessments and management. The study shows that complex conditions demand

specific programs and clinically approved procedures to address psychological emergencies better.

Impact of Organizational Factors on Care Delivery

The organizational setting in which EMS is executed anchors up a great deal in creating mental health crisis intervention conduct. Presenters can thus vary between residential facilities with enough staff to deliver care around the clock and facilities with limited resources that may need more personnel to treat individuals in crisis. Management staff may also be the subject of the problems and the system-level policies (Wong et. al 2020). Studies have shown that difficulties faced by organizations, which include a high number of incoming calls, time limitations, and limited mental health resources, can be a source of problems in effective crisis intervention. In contrast, those who offer advanced mental health programs, psychosocial support services, and interprofessional collaboration are associated with better patient outcomes and employment fulfilment among providers (Liu et. al 2020). With the realization of and generalization of these organizational factors of crisis management, we can consequently prove the success of EMS in improving patient outcomes (Zaęe et. al 2021).

Theoretical Frameworks and Conceptual Models

Besides practical research, the literature regarding mental health interventions in EMS consists of several theories, interdisciplinary models, and the sources and tools of study and practice in the field. In some cases, these frameworks ideally use the principles of psychology, sociology, and emergency medicine to reveal the intricate interactions of individual, interpersonal, and systemic factors in crisis response. The crisis intervention model, the biopsychosocial model, and ecological systems theory are among the theoretical frameworks that students will explore when dealing with EMS. These networks offering mind depth and broadness are priceless since their emerging picture is the basis for science-based measures and policy creation (Zhou et. al 2022). The current literature on mental health crises in emergency medical services gives us an insight into the number of mental health crises that are present, assessment and management difficulties, and organizational factors that impact care provision. Through synthesizing research papers, theoretical studies, and prevailing models, scholars have endorsed the disclosure of crystal clarity on the

depth involved in crisis management. In the future, the work on challenges in this sphere and improving interventions in mental health crises should be aimed at interdisciplinary teamwork, evidence-based training, and organizational support to let people succeed and the specialists stay strong (Abbas et. al 2021).

Identifying knowledge gaps

Although the literature on mental health crises in EMS is endless, there are some less understood aspects. Those categories include the unknown efficacy of specific interventions, the fact that not many people can get mental health services, and the need for protocols and guidelines for EMS personnel (Albott et. al 2020).

METHODS

Research Methodology

It outlines the applied research methodology, which involves conducting a systematic literature review using established databases and search criteria from libraries and other sources. We set a premium mobile, which consists of the critical variables, inclusion/exclusion criteria, and data extraction procedures to facilitate the theoretical and practical application of the research.

Research design and methodology

Regarding the research question and design parameters of this investigation, which focus on an objective to assess mental health crisis intervention in EMS critically and to discuss the challenges as well as the best practices, As the research uses a systematic review methodology, it is possible to gather evidence, summarize it, and create practical suggestions as regards EMS practice, learning, and regulations.

Justification and alignment

The reasons for using the selected research design and method are filling up because they are suitable for answering the research questions and objectives. The systematic review method guarantees a complete coverage of relevant literature. In contrast, the critical review framework creates a condition for a complicated and thoughtfully considered assessment of findings.

RESULTS AND FINDINGS

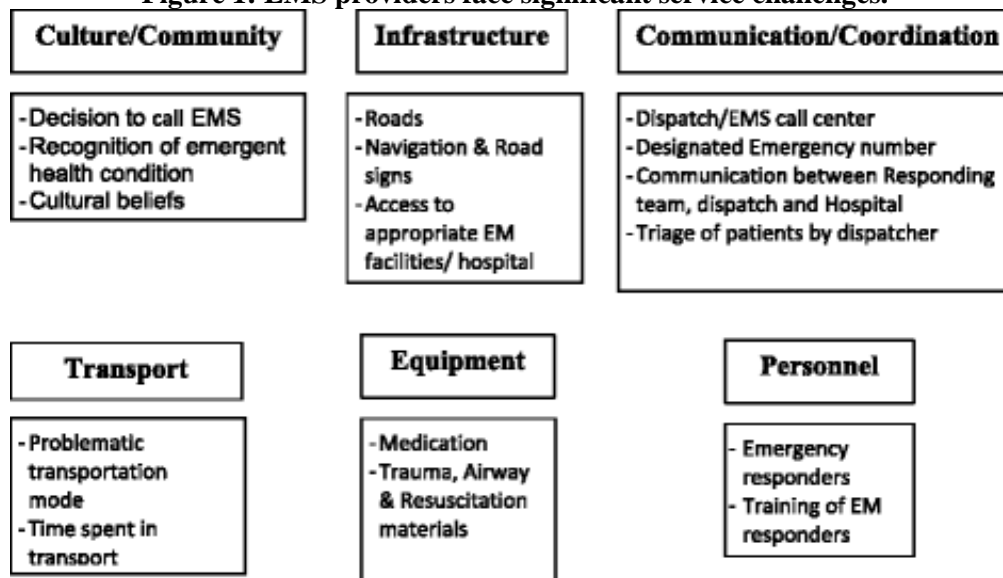
The results and findings segment summarizes the top themes, trends, and research findings discovered through the discussion on mental health crisis intervention in emergency medical services (EMS) during the literature review. Illustrations, such as graphics and images, are presented to show

the prominent outcomes of literature, and the trends will be brought to the surface. The part of the plan will focus on barriers emergency medical providers face when dealing with mental health cases and optimal care practices aimed at better patient outcomes and significant improvement of provider well-being (Albott et. al 2020).

Challenges Faced by EMS Providers

The literature review is conclusive for both the challenges EMS professionals go through when dealing with mental health crises and the consequences these challenges lead to. These challenges cover different issue areas of crisis intervention, e.g., assessment, management, and care integration. Chart 1 gives the most commonly mentioned reasons raised in the literature.

Figure 1: EMS providers face significant service challenges.



(Fegert et. al 2020).

The critical point was that the absence of special training for personnel and equipment for helping people with mental problems constitutes one of the main issues. Many of the EMS dispatchers have had a few weeks of a mere educational program on psychiatric disorders and crisis intervention methods, which makes them either non-often or disquiet in handling such emergencies. More so, mental illness stigma and fantastically restricted mental health services help to worsen the issues, making it very difficult for providers to provide timely and comprehensive care to people in crises (Muller et. al 2020).

Additionally, we face the problem of emergency medical service (EMS) staff experiencing repetitive calls of a mental health nature with high frequency and acuity. Studies point out that

psychiatric calls take up a big chunk of EMS resources and expenditures by imposing about a 20% burden on the number of available staff and equipment lists. Such unpredictable incidents, coupled with the inconsistent availability of psychosocial care services for EMS providers, bring about anxiety and exhaustion, something that all EMS front-line workers can recognize.

Best Practices for Improving Patient Outcomes:

Along with these challenges, the literature also discusses several highlights for improving patient outcomes while giving great techniques or guidelines for mental health crisis intervention. Table 1 displays the essential best practices found in the literature reviews.

Table 1: Practices on Providing a Better Outcome to Patients
PRO endpoints: 1°, 2°

Assessment Time Point	Beginning of Acceptable time limit	End of Acceptable time limit
1. Pre-Registration	Date of signing consent	Date patient made aware of treatment arm to which they have been assigned
2. Pre-Treatment	Date patient made aware of treatment arm to which they have been assigned	Date of first radiation dose
3. During Treatment	Day of treatment	Before next treatment (eg If patient given QOL form on Monday then QOL should be completed before treatment on Tuesday)
4. End of Treatment	Date of last treatment	Five days after last treatment
5. Two weeks after end of treatment	1 week after end of treatment	3 weeks after end of treatment
6. Six weeks after end of treatment	Five weeks after end of treatment	Eight weeks after end of treatment
7. Three months after end of treatment	Nine weeks after end of treatment	Eighteen weeks after end of treatment
8. Six months after end of treatment	Five months after end of treatment	Nine months after end of treatment

(Troup et. al 2021).

Currently, the most recommended and effective procedure is assistance for EMS providers in this mental illness crisis intervention that promotes special training. These courses equip practitioners with the academic knowledge, practical ability, and confidence necessary to assess and manage psychiatric emergencies at any stage (Troup et. al 2021). Among the topics the training covers are de-escalation methods, suicide risk evaluation, crisis intervention models, and trauma-informed approaches.

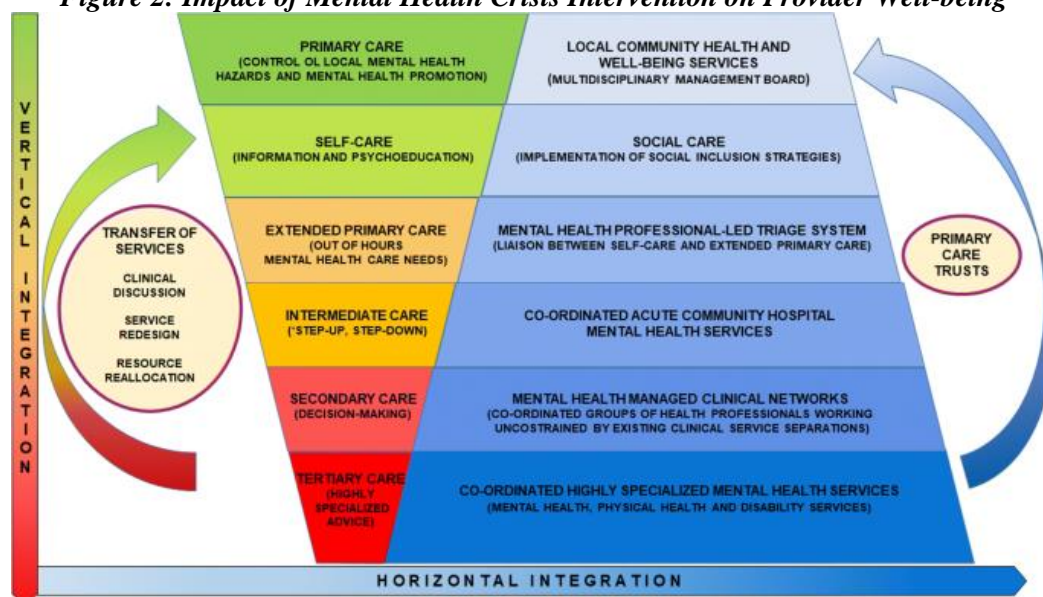
Among others, hand-in-hand cooperation between EMS agencies, mental health providers, and, indeed, community resources is another of the most essential best practices. These collaborations make it possible for persons in need of mental health services to get access to them promptly, and they ensure that these persons do not suffer from lapses in follow-up. With the help of the participants, the

EMS providers can establish channels of communication with the patients, and they help the patients receive appropriate assistance and support, which is necessary to avoid recurrences of crises and achieve the desired long-term results (Johnson et. al 2020).

Enhancing Provider Well-Being

Furthermore, without consideration of the mental health of the EMS personnel working in such situations, efforts to improve the outcomes of patients suffering mental crises could be a waste of resources. As shown in Fig. 2, mental healthcare crisis intervention influences providers' well-being. It problematizes their work environment by sharing the everyday stressors and risk factors that were deemed to exist by the researchers (Ricci-Cabello et. al 2020).

Figure 2: Impact of Mental Health Crisis Intervention on Provider Well-being



(Gruber et. al 2021).

The EMS workers providing crisis intervention in mental health often withstand an exceedingly high level of stress, burnout, and compassion fatigue with the consequent phenomenon. Contributing factors to personnel distress include facing difficult situations, the burden of patients, and the ease of handling mental health emergencies. With a lack of proper support that contains both material and psychological support, providers can, therefore, have negative psychological consequences that may lower their job satisfaction and increase their turnover rates (Gruber et. al 2021).

The article on the obstacle, technique, and best practice from the literature research of the psychological health crisis intervention in the EMS shows the two sides of the denial, including flawed approach perspectives. Through training, maintaining connections with health centers, and placing the health of their personnel at the forefront, EMS services can grow their capacity to efficiently cope with and support the needs of their patients and their personnel. Moving forward, measuring the effectiveness of the applied strategies and providing emotional support are critical strategies for progressing mental health crisis intervention in the prehospital world.

DISCUSSION

The discussion chapter interprets the results and literature reviewed between EMS crisis intervention and mental health. Keeping the significance of mental health crisis intervention in the EMS domain in mind, this discussion has, therefore, explored the strengths and limitations of the intervention strategies of the current times. These identified areas require further research and

the growth of the practices, and improvements in the support for mental health in EMS settings are also recommended (Vizheh et. al 2020).

Implications for EMS Practice

The main concern of the literature review is that it has some implications for the EMS in their response to mental health emergencies. First, we should tackle the training gaps among EMS providers when addressing psychiatric crises to enhance preparedness. The provision of specialized training programs should be explored among professional care providers to acquire the necessary knowledge, skills, and ability to manage behavioural crises efficiently. Such programs of support need to include the utilization of evidence-based crisis intervention approaches de-escalation procedures, suicide risk assessments, and trauma-informed care.

EMS agents, mental health service providers, and community resources must be jointly built to improve patient outcomes. Through collaboration, EMS staff members can link patients with trained mental health professionals and support groups, among other essential services. In doing so, they eradicate the chances of repeat crisis events. This method of working together helps explicitly to tackle the stigma surrounding mental illness and, in turn, aims to promote a more holistic approach to mental health care.

Strengths and Limitations of Existing Strategies

While many patients have benefited from mental health emergency response systems, it's important to acknowledge their shortcomings. Arguably, the most effective of these strategies is the one that

focuses on skills building and collaborative partnerships, and both elements are essential components of a successful crisis management process. Nevertheless, the licensing system itself may be subject to limitations like limited access to mental health resources, overcrowding of hotlines, and organizational barriers that may hinder its implementation in practice (Chen et. al 2020).

One more thing that needs to be considered is the absence of protocols and guidelines that could be applicable both in emergency and mental health crisis interventions in EMS. While experts' specialized training programs provide helpful education, there can be hinges on practice and decision-making since the guidelines are not transparent. Standardizing the protocols based on the evidence-based best practices identified in the literature can help ensure uniformity and the quality of care among medics across the service agencies.

Areas for Future Research and Practice Improvement

Many research and practice optimization areas are noted and incorporated into the review. One of the lines of research should investigate the effectiveness of particular types of crisis interventions (e.g., cognitive behavioural therapy, mindfulness training, and problem-solving strategies) for patients, improving their outcomes and reducing the number of re-crises. Contrasting studies focusing on the effectiveness and results of various training methods, protocols, and program partnerships on a patient's outcome would significantly contribute to the best practices for these agencies (Hossain et. al 2020).

Moreover, studies on the importance of mental health crisis intervention in preventing exhaustion among EMS workers must also be conducted to identify the levels of stress and burnout faced by EMS providers who have been in this field for a long time. Being able to provide support for healthcare providers' distress stems from recognizing the leading causes of their distress and finding effective ways to address these factors. This is an essential step towards supporting providers' well-being and retention.

CONCLUSION

This paper critically reviews frontline psychiatry emergency medical services (EMS) crisis intervention. The challenges and best practices for supporting patients suffering from crises are outlined. They are navigating through available literature with a focus on critical insights such as efforts towards training personnel from various agencies, fostering interagency collaborative

partnerships, and developing standard protocols. It was done as a means of improving crisis response. Studying this matter also helps reveal areas of weakness and use the strengths of the strategies already in place (Søvold et. al 2021). As such, this study works with ongoing debates on the current state of mental healthcare and EMS settings in particular. Further research is necessary to ascertain the efficacy of these interventions, assess the providers' well-being, and facilitate the development of support to fortify clinical practice. Through this approach and scientific fact-based measures, EMS agencies can critically evaluate their readiness to provide supportive care in mental crises, which enhances the quality of care delivered and, of course, makes the inhabitants happier, including the care providers.

RECOMMENDATION

The study's findings suggest several recommendations for enhancing mental health crisis intervention in EMS: The study's findings suggest several recommendations to improve mental health crisis intervention in EMS:

- ✓ Design specific training to win over EMS workers' knowledge of crisis assessment and de-escalation techniques in mental health.
- ✓ Implement standardized emergency procedures and directives in the EMS setting for mental health crises (Inchausti et. al 2020).
- ✓ Establish a relationship between EMS providers, mental health specialists, and other local resources to provide ongoing patient care.
- ✓ Elevate the quality, access, and availability of mental health services and resources for EMS personnel, including peer support and counselling services.
- ✓ Promote a revamping of policy to enhance reimbursement of fees for psychosocial services given by EMS agencies.

Adopting suggestions enhances EMG's ability to handle mental health crises efficiently and increases patient and worker satisfaction and welfare.

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